

## **EXECUTIVE SUMMARY**

The Limited Jurisdiction Courts Viability Assessment Work Group was established to determine the viability of an “off the shelf” case management system that could be implemented statewide in Limited Jurisdiction courts.

The group was asked to convene after discussions were held concerning the future of AZTEC, the case management system used by the majority of Limited Jurisdiction courts in Arizona. Specifically addressed was the issue that while AZTEC still requires further modifications and enhancements, a continuing commitment of resources to this technologically aging application may not be prudent.

The alternatives for the future appear to include:

- 1) Continue to modify, maintain and support AZTEC.
- 2) Purchase an off the shelf package to replace AZTEC.
- 3) Design and develop a new statewide system.

The LJ Viability Assessment Group was tasked with examining option 2, specifically to determine if there were solutions on the market that would meet the courts’ functional requirements, or be fairly easily modified to do so. Once determined, a recommendation as to the viability of option 2 was to be made to the Supreme Court Commission On Technology.

The Group determined that there are viable off the shelf case management packages, and recommends that a formal procurement process be undertaken to further explore that option.

## **METHODOLOGY**

- 1) A list of seven vendors was forwarded to the group by the National Center for State Courts.
- 2) The group contacted all the vendors on the list, asking for their participation in this exercise.
- 3) Phone conferences were held with six vendors (one did not reply in a timely manner), at which time questions concerning their company and case management software were posed. All vendors were asked the same questions.
- 4) Because of the time sensitive deadline assigned to this task, three of the six vendors were invited for presentations of their systems.
- 5) The presentations were held at the AOC on August 8, August 12, and August 19, 2003.
- 6) Maximus, Tyler Technologies, and ISD CORPORATION gave the presentations.
- 7) The vendors were given case scenarios and a list of questions to be included in their presentations.
- 8) Each presentation was scheduled from 9:00 a.m. to 4:00 p.m.

- 9) The Group re-convened on August 21, 2003, and rated the presentations on a PASS/FAIL basis in the following areas:
- Vendor Viability
  - Technical Architecture/Platform
  - User Interface
  - Financial Functionality
  - Case Management Functionality
  - Reporting

### **RECOMMENDATIONS**

Although the presentations were conducted at a high level, the Group employed their combined experience and system knowledge in arriving at the following conclusion:

All presenting vendors passed in all but the Financial Functionality area. In this area, all product ratings were judged to be Inconclusive. The consensus was that more analysis will be needed in the Financials area to determine if any or all packages can accommodate Arizona's complex court financial requirements. The Inconclusive rating is not intended as a PASS or FAIL.

Based on the above process, the Group determined that there are viable off the shelf case management packages, and recommends that a formal procurement process be undertaken to further explore that option.

### **GROUP REPRESENTATIVES**

The Limited Jurisdiction Viability Assessment was made up of representatives from the following organizations:

Supreme Court AOC  
Maricopa County Superior Court  
Maricopa County Justice Court  
Tempe Municipal Court  
Pima County Consolidated Justice Courts